

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

May 24, 2020

CRD NEF 109 MAIL

[REDACTED]
Salida, CO [REDACTED]

Mr. Rick March
General Manager of Airstream Customer Support Group
Airstream
P.O. Box 629
Jackson Center, OH 45334-0329

Reference: Recreational Vehicle Safety Recall Notice NHTSA 19V-655
This notice applies to your vehicle [REDACTED]

Dear Mr. March:

I received the notice referenced above from you, and included as Appendix A for my 2016 Airstream 19' Flying Cloud. When I called the dealer that I purchased my Airstream from, Windish RV Center in Lakewood, Colorado, I was informed by Mr. Weigel that the recall did not apply to my Airstream. He said that Airstream did not use sequential VIN numbers for the trailers, and that they sometimes got mixed up on who should receive recall notices, but it did not apply to my Airstream vehicle.

To gain a better understanding of whether or not this recall applied to my Airstream vehicle, I tracked down the Part 573 Recall Report 19V-655, which is included in Appendix B. This recall report appears to state that 100% of the 2016 19' trailers (as well as 2017) are to be recalled and fixed at no cost to me. Further, the recall notice provides production dates of May 01, 2015 through April 30, 2017, and mine was purchased April 6, 2016, so seemingly falling in this range. The recall notice provides a VIN number range of 1STCFAA15GJ [REDACTED] through 1STCFAA2XH [REDACTED]. My VIN number is 1STC9AA18GJ [REDACTED] as shown on the Colorado Registration Card shown in Appendix C. Decoding my VIN number using <https://www.airstream.com/wp-content/uploads/2018/11/2014-travel-trailer-reading-vin-numbers-post-1980-guide-4.pdf> and <https://en.vindecoder.pl/1STC9AA18GJ> [REDACTED] I get the following: 1ST = Airstream travel trailer, C = corner rear bath, 9 = ?, A = Semi-monocoque, 96" narrow body, continuous curved, shiny aluminum Shell, contoured window glass, frames and doors, A = 19' to less than 20', 1 = single axle, 8G = 2016, J = Jackson Center, Ohio, and [REDACTED] is the sequential production number. The sequential production number of my vehicle is [REDACTED] which certainly falls within the range of recalled vehicles of 533511 to 539024. **So my vehicle is definitely a 19' long 2016 model, of which 100% are recalled. Further, my vehicle production number appears to fall in the range of recalled vehicles, and should be included in the recall.**

So it appears that from the VIN number and the safety recall notice, that my trailer should definitely be included in the recall. How about the actual problem referred to in the recall notice. Your recall notice states the following: "The affected travel trailers covered in this recall have been identified as having a 1000 Watt inverter mounted on the lower bedframe wall with the inverter fuse mounted

on the floor below." **As shown in the picture in Appendix D of this letter, that is exactly the case for my particular Airstream, so it should be covered under this recall.**

However, there is a more serious problem with the inverter operation in my Airstream. **It cannot be turned off!** The only method to turn off the inverter is to remove the wire at the battery, and I have used that approach to get the inverter shut off to remove the danger associated with this inverter. Further, the inverter will run the battery down when dry camping and not connected to 120 V, since it cannot be shut off with the switch located under the battery voltage gauge, and the gauges for fresh water, gray water, and black water tanks. I consider this to be an unsafe situation. I would like to see the NHTSA investigate this problem. Meanwhile, I would like to see Windish RV fix my Airstream so that it can be safely operated with the inverter.

Sincerely yours,

Orig. signed



Cc: Mr. James C. Owens
Deputy Administrator
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, SE,
Washington, DC 20590

Mr. Corey Shaw
General Manager
Windish RV Center
11225 W. 6th Ave
Lakewood, CO 80215

Mr. William Weigel
Airstream Service Advisor
Windish RV Center
11225 W. 6th Ave
Lakewood, CO 80215

Appendix A – Recreational Vehicle Safety Recall Notice 19V-655



**RECREATIONAL VEHICLE SAFETY
RECALL NOTICE**

Safety Recall:

NHTSA 19V-655/Transport Canada 2019-465

Safety Advisory:

November 15, 2019

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: [REDACTED]

Salida CO [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Airstream has decided that a defect which relates to motor vehicle safety exists in certain 2016 and 2017 model year Airstream 19 ft. International Serenity, International Signature, and Flying Cloud travel trailers. As a result, Airstream is conducting a safety recall.

***Reason for
this recall***

The affected travel trailers covered in this recall have been identified as having a 1000 Watt inverter mounted on the lower bedframe wall with the inverter fuse mounted on the floor below. If the inverter comes away from the wall and makes contact with an uncovered inverter fuse there is a potential of an electrical short, or fire which could result in property damage, and personal injury.

***What we
will do***

An inspection of the inverter and inverter fuse will occur. If the inverter and inverter fuse are not mounted on the same surface the inverter fuse will be relocated, and secured to the same surface as the inverter. We will also be installing a protective cover on the inverter fuse bar. This will be done at no cost to the owner. The repair will take approximately .50 hours.

***What we need
you to do***

You should contact your selling dealer immediately to schedule a service appointment to have the defect repaired in your vehicle. If you have any questions concerning this recall or if you need any assistance, please contact the **Airstream Customer Service Department** by mail at Airstream, P.O. Box 629, Jackson Center, OH 45334-0629, or by phone at 877-596-6111 ext. 7491.

If you have had the appropriate repairs completed prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may be eligible to receive reimbursement from Airstream by contacting the **Airstream Customer Service Department**.

If after contacting Airstream Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

Thank you for your attention and cooperation in this matter.

Sincerely,
Airstream

Rick March
General Manager of Airstream Customer Support Group
cc: National Highway Traffic Safety Administration (NHTSA)



Appendix B – NHTSA Part 573 Safety Recall Report 19V-655

Part 573 Safety Recall Report

19V-655

Manufacturer Name : Airstream, Inc.

Submission Date : SEP 16, 2019

NHTSA Recall No. : 19V-655

Manufacturer Recall No. : NR



Manufacturer Information :

Population :

Manufacturer Name : Airstream, Inc.

Number of potentially involved : 409

Address : 419 West Pike Street
PO Box 629 Jackson Center OH
45334-0629

Estimated percentage with defect : 100 %

Company phone : 937-596-6111

Vehicle Information :

Vehicle 1 : 2016-2017 Airstream 2016 19ft. INTL SERENITY, 2016 19ft. INTL SIGNATURE, 2016 19ft. FLYING CLOUD, 2017 19ft. INTL SERENITY, 2017 19ft. INTL SIGNATURE, 2017 19ft. FLYING CLOUD

Vehicle Type : TRAILERS

Body Style : UNKNOWN

Power Train : NR

Descriptive Information : To determine the recall population we researched claim data for all travel trailer models and all occurrences relating to what took place in the 19ft travel trailers. Based on the information, and severity of the occurrences we were able to determine the warranty population only affecting the model years 2016 and 2017 19ft. travel trailers.

Production Dates : MAY 01, 2015 - APR 30, 2017

VIN Range 1: Begin : 1STCFAA15GJ533511 **End :** 1STCFAA2XHJ539024 ☐ Not sequential

Description of Defect :

Description of the Defect : The inverter was installed on a vertical wall, and the inverter fuse was mounted on the floor below the inverter. The inverter came in contact with the inverter fuse causing an electrical event.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the inverter comes away from the wall and makes contact with an uncovered inverter fuse there is potential of an electrical, or thermal event which could result in property damage, and personal injury.

Description of the Cause : The inverter was mounted on a wall, the inverter fuse is mounted in a location below the inverter; if the fasteners holding the inverter failed, this would allow the inverter to make contact with inverter fuse.

Identification of Any Warning None
that can Occur :

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

8/20/19 - Airstream received information about an electrical event in a 19ft. Airstream travel trailer. 8/22/19 - The safety committee was convened to discuss the issue. The committee requested further information to make a proper determination. 9/11/2019 - The Safety Committee met again to discuss the issue. Warranty claims investigation found 3 more similar claims only affecting 19ft models. The Safety Committee made the determination to initiate a recall on 19ft travel trailers.

Description of Remedy :

Description of Remedy Program : An inspection of the inverter and inverter fuse will occur. If the inverter and inverter fuse are not mounted on the same surface the inverter fuse will be relocated, and secured to the same surface as the inverter. We will also be installing a protective cover on the inverter fuse bar. This will be done at no cost to the owner.

How Remedy Component Differs from Recalled Component : After May 1st, 2017 the inverter fuse is no longer in the same compartment as the inverter.

Identify How/When Recall Condition was Corrected in Production : The condition was corrected and implemented May 1st, 2017 when the location of the inverter fuse moved to a separate compartment closer to the battery box.

Recall Schedule :

Description of Recall Schedule : Airstream will send dealer and owner notification letters once approved by NHTSA.

Planned Dealer Notification Date : NOV 15, 2019 - NOV 15, 2019

Planned Owner Notification Date : NOV 15, 2019 - NOV 15, 2019

Appendix C – Colorado Registration Card – 2016 Airstream Trailer

1139.00

COLORADO REGISTRATION CARD										
TYPE	PLATE	TAB	VIN		EXPIRE	FUEL				
TRL-CM2			1STC9AA18G		05/2017					
DUAL REG	DUAL NO	DUAL TAB	DUAL EXPIRE		TITLE	FLEET#				
YR	MAKE	MODEL	BODY	COL	CWT	CC	WATTS	LxW	T/C	
2016	AIRS		CT		38					D
PUR DATE		PUR PRICE		TAX VAL		BUS DATE		PREV EXP		CTY U/R
04/06/2016		50899.00		54,238		05/26/2016				31 U
HVUT	C/P	CARRIER	BUS	CNT	PUC#	PWD ID	ID HOLDER	H/C DATE		
				000						
UNIT #	GVW	GVWR	MILES		HI GVW					
OWNER NAME/MAILING ADDRESS										

THIEVES HAVE BEEN KNOWN TO USE THE ADDRESS FROM A REGISTRATION CARD TO STEAL FROM THE VEHICLE'S OWNER. FOR ADDED SECURITY, YOU ARE ENCOURAGED TO KEEP ONLY THIS REGISTRATION CARD IN YOUR VEHICLE. IT DOES NOT CONTAIN YOUR ADDRESS.

VALIDATION	TOTAL			
CHAFFEE	05/26/2016	104746	B03 JCD	1159.79

MOTOR VEHICLE INSURANCE IS COMPULSORY IN COLORADO, NON-COMPLIANCE IS A MISDEMEANOR TRAFFIC OFFENSE

Appendix D – Picture of Inverter and Fuse in 2016 19' Airstream Trailer



[REDACTED]
Salida, CO [REDACTED]



1023



20590

U.S. POSTAGE PAID
FCM LG ENV
SALIDA, CO
81201
MAY 26, 20
AMOUNT

\$1.20

R2306Y152024-03

Mr. James C. Owens
Deputy Administrator
NHTSA
1200 New Jersey Avenue SE
Washington DC 20590

